

NJ OBSERVATION REPORT #87

Verizon-New Jersey's (Verizon-NJ) data fields used in the calculation of Ordering metrics are inaccurate.

Issue

As part of metrics data integrity testing, KPMG Consulting attempted to verify various Verizon-NJ data fields in the Ordering domain for KPMG Consulting orders. These included the order receipt date and time (receipt date and time 1), confirmation date and time (confirmation date and time 1), the rejection date and time (rejection date and time 1), the work completion notification date and time (SOP notification date and time 1), the bill completion date (CRIS completion date last), and the bill completion notification date and time (CRIS notification date and time 1).

KPMG Consulting found 31 orders with incorrect timestamps. Of the 31 discrepancies, 5 are confirmation date discrepancies, 1 is a rejection date discrepancy, 4 are work completion notification discrepancies, 17 are bill completion date discrepancies, and 4 are bill completion notification discrepancies. Please refer to the tables below for examples of the timestamp discrepancies.

Table 1: KPMG Consulting vs. Verizon-NJ Confirmation Discrepancies

Number	PON	Ver	KPMG Consulting Confirmation Date and Time	Verizon-NJ Confirmation Date and Time 1
1	069021NN0X000010	AB	10/13/2000 15:18	12/28/2000 10:06
2	005011NN0X030008	AB	12/01/2000 9:17	--

Table 2: KPMG Consulting vs. Verizon-NJ Rejection Discrepancy

Number	PON	Ver	KPMG Consulting Rejection Date and Time	Verizon-NJ Rejection Date and Time 1
3	042011NN0X010002	AD	11/27/2000 8:30	--

Table 3: KPMG Consulting vs. Verizon-NJ Work Completion Notification Discrepancies

Number	PON	Ver	KPMG Consulting Bill Completion Notification Date and Time	Verizon-NJ CRIS Notification Date and Time 1
4	081041NN0X000007	AA	10/11/2000 12:02	10/11/2000 11:42
5	022011NN0X000006	AA	09/28/2000 3:15	09/27/2000 21:15

Table 4: KPMG Consulting vs. Verizon-NJ Bill Completion Discrepancies

Number	PON	Ver	KPMG Bill Completion Date and Time	Verizon-NJ CRIS Completion Date and Time Last
6	079011NN0X000003	AA	10/23/2000 0:00	10/10/2000
7	006031NN0X000009	AA	10/23/2000 0:00	10/16/2000

Table 5: KPMG Consulting vs. Verizon-NJ Bill Notification Date Discrepancies

Number	PON	Ver	KPMG Consulting Bill Completion Notification Date and Time	Verizon-NJ CRIS Notification Date and Time 1
8	100011NN0X000003	AB	12/13/2000 20:19	12/13/2000 11:1
9	002121NN0X000007	AA	11/03/2000 19:31	10/27/2000 21:36

Assessment

Verizon-NJ's data fields are inaccurate which leads to the inaccurate reporting of metric calculations. With these reporting discrepancies CLECs cannot verify that they are being provided with the level of service required by the NJ Carrier-to-Carrier Guidelines.

KPMG Consulting Response 05/22/01

KPMG Consulting has reviewed Verizon's response and added a Response # column to Tables 1 through 5 (beginning on page 6). These response numbers match up to the last column in the table below.

Response Number	Number of PONS	Reason	Verizon Comment	KPMG Consulting Response 5/22/2001
1	1	Field Comparison Issue	KPMG compared the LSR Sent date to the LSR Receipt Date	In our professional judgment, the LSR Sent Date and Time should be compared to the LSR Receipt Date and Time. KPMG Consulting understands that due to system/network conditions, these fields will most likely not match. However, they should be within seconds of one another.
2	14	CCNJ2001-00642-Ord	These confirmations were identified incorrectly as jeopardy confirmations. OMD does not use jeopardy confirmations for metric calculations. Change Control Request Data Calculation Correction CCNJ2001-00642-Ord has been implemented to care for this issue.	KPMG Consulting is waiting for the Change Control Record.

3	7	KPMG data missing	KPMG did not provide any data for comparison.	Given that KPMG Consulting does not have the timestamps associated with these orders and Verizon does, there is no comparison that can be made at this time. This has rendered this issue moot – at this time.
4	2	Pontronics Overlay	OMD compares the date and time from RM with the date and time from Pontronics. If the date and time from Pontronics is greater than the RM date and time, and no previous overlay has occurred, the Pontronics time is overlaid. An error in this Pontronics overlay logic has been identified. For a limited number of PONS the overlay may distort the results to report the interval as being greater than it actually is. The resolution to the problem is under investigation.	KPMG Consulting is awaiting Verizon's response.
5	16	Clock Issue	There is a difference in the clocks between KPMG and Verizon. The difference is approximately 7 minutes.	<p>KPMG Consulting is unable to compare and match Verizon's data because the data is missing from Verizon's dataset.</p> <p>Until the data is provided, KPMG Consulting will be unable to determine if these orders fall within the 7 minute window.</p>

6	9	Submission date & time	KPMG compared the submission date and time to the confirmation date and time.	In KPMG Consulting's professional opinion the following comparison's should be used: confirmation date and time, reject date and time, PCM receipt date and time, BCM completion date and time, and BCM receipt date and time compared to Verizon's confirmation date and time, reject date and time, sop notification date and time, cris completion date and time, and cris notification date and time.
7	3	Not sure what field KPMG is reading	Unable to match KPMG's data with any field in the OMD provided data.	OK
8	3	OMD Missing record	OMD is missing this reject record	Verizon agrees with KPMG Consulting.

Verizon Response 04-25-01

Verizon has reviewed the 55 PONS in this Observation. The responses follow into eight different categories. The eight responses are listed in the table below. The reason for each difference is included in the table along with the number of PONS in each category. An additional column has been added to KPMG's tables and populated with the appropriate response number.

KPMG Consulting response: (04-04-01)

This updated Observation Report describes 55 instances where timestamps are incorrect during the month of December. Of the 55 discrepancies, 1 is a receipt date discrepancy, 9 are confirmation date discrepancies, 5 are rejection date discrepancies, 15 are work completion notification discrepancies, 3 are bill completion date discrepancies, and 22 are bill completion notification discrepancies. Please refer to the tables below for examples of the timestamp discrepancies.

Table 1: KPMG Consulting vs. Verizon-NJ Receipt Date Discrepancy

Number	Response #	PON	VER	KCI FIELD	KCI VALUE	VERIZON FIELD	VERIZON VALUE
1	1	042021NF0X000015	AC	LSR_SENT	12/27/2000 8:45	RECEIPT_DATE	12/27/2000 8:31

Table 2: KPMG Consulting vs. Verizon-NJ Confirmation Discrepancies

Number	Response #	PON	VER	KCI FIELD	KCI VALUE	VERIZON FIELD	VERIZON VALUE
2	6	042021NF0X000015	AC	LSC DATE	12/27/00 8:31:21	CONFIRMATION_DATE	12/28/2000 9:15
3	6	045031NF0X000001	AE	LSC DATE	12/27/00 10:00:06	CONFIRMATION_DATE	12/28/2000 10:17
4	4	069021NN0X000004	AB	LSC DATE	10/10/2000 18:03	CONFIRMATION_DATE	12/27/2000 14:45
5	6	069021NN0X000010	AB	LSC DATE	10/13/2000 15:19	CONFIRMATION_DATE	12/28/2000 10:06
6	6	070041NF0X020001	AB	LSC DATE	12/14/00 3:33:49	CONFIRMATION_DATE	12/15/2000 15:29
7	2	071041NN0X000002	BC	LSC DATE	01/05/2001 13:01	CONFIRMATION_DATE	
8	4	079011NN0X010013	AB	LSC DATE	10/06/2000 10:22	CONFIRMATION_DATE	12/27/2000 12:03
9	3	100011NN0X000004	AB	LSC DATE		CONFIRMATION_DATE	11/30/2000 9:30
10	3	100021NN0X010002	AB	LSC DATE		CONFIRMATION_DATE	11/30/2000 9:26

Table 3: KPMG Consulting vs. Verizon-NJ Rejection Discrepancy

Number	Response #	PON	VER	KCI FIELD	KCI VALUE	VERIZON FIELD	VERIZON VALUE
11	6	042021NF0X000015	AB	SEM DATE	12/21/00 4:01:01	REJECT_DATE1	12/22/2000 15:59
12	3	042031NN0X000002	AJ	SEM DATE		REJECT_DATE1	12/18/2000 12:21
13	8	069021NN0X000004	AB	SEM DATE	12/28/2000 11:19	REJECT_DATE1	
14	8	069021NN0X000010	AB	SEM DATE	12/28/2000 10:15	REJECT_DATE1	
15	8	079011NN0X010013	AB	SEM DATE	12/27/2000 12:13	REJECT_DATE1	

Table 4: KPMG Consulting vs. Verizon-NJ Work Completion Notification Discrepancies

Number	Response #	PON	VER	KCI FIELD	KCI VALUE	VERIZON FIELD	VERIZON VALUE
16	3	016051NN0X000006	AE	PCM NOTIFICATION DATE		SOP_NOT_DATE1	12/21/2000 6:54
17	3	016051NN0X000007	AE	PCM NOTIFICATION DATE		SOP_NOT_DATE1	12/21/2000 6:50
18	2	042021NN0X000012	AB	PCM NOTIFICATION DATE	01/03/2001 11:28	SOP_NOT_DATE1	
19	2	042021NN0X000013	AA	PCM NOTIFICATION DATE	01/03/2001 11:34	SOP_NOT_DATE1	
20	2	042021NN0X000014	AA	PCM NOTIFICATION DATE	01/03/2001 11:40	SOP_NOT_DATE1	
21	2	042021NN0X000016	AA	PCM NOTIFICATION DATE	01/04/2001 10:52	SOP_NOT_DATE1	
22	2	042021NN0X000017	AA	PCM NOTIFICATION DATE	01/04/2001 10:54	SOP_NOT_DATE1	
23	2	042021NN0X000018	AA	PCM NOTIFICATION DATE	01/04/2001 10:57	SOP_NOT_DATE1	
24	2	042021NN0X000019	AA	PCM NOTIFICATION DATE	01/03/2001 11:30	SOP_NOT_DATE1	
25	2	042021NN0X000020	AA	PCM NOTIFICATION DATE	01/04/2001 10:55	SOP_NOT_DATE1	
26	6	045031NF0X000001	AE	PCM NOTIFICATION DATE	12/27/00 10:00:06	SOP_NOT_DATE1	
27	2	070021NN0X000014	AC	PCM NOTIFICATION DATE	02/12/2001 12:07	SOP_NOT_DATE1	
28	2	070041NN0X000002	AG	PCM NOTIFICATION DATE	02/12/2001 10:44	SOP_NOT_DATE1	
29	2	099031NN0X000007	AE	PCM NOTIFICATION DATE	01/02/2001 17:08	SOP_NOT_DATE1	
30	2	099031NN0X000009	AD	PCM NOTIFICATION DATE	01/02/2001 17:11	SOP_NOT_DATE1	

Table 5: KPMG Consulting vs. Verizon-NJ Bill Completion Discrepancies

Number	Response #	PON	VER	KCI FIELD	KCI VALUE	VERIZON FIELD	VERIZON VALUE
31	2	002121NF0X000001	AC	BCM COMPLETION DATE	12/06/2000 0:00	CRIS_COMPLETION_DATE_LAST	
32	6	006011NF0X010002	AA	BCM COMPLETION DATE	11/28/2000 10:49	CRIS_COMPLETION_DATE_LAST	
33	6	045031NF0X000001	AE	BCM COMPLETION DATE	12/27/2000 10:00	CRIS_COMPLETION_DATE_LAST	

Table 6: KPMG Consulting vs. Verizon-NJ Bill Notification Date Discrepancies

Number	Response #	PON	VER	KCI FIELD	KCI VALUE	VERIZON FIELD	VERIZON VALUE
34	3	016051NN0X000006	AE	BCM NOTIFICATION DATE		CRIS_NOTIFICATION_DATE1	12/27/2000 21:35
35	3	016051NN0X000007	AE	BCM NOTIFICATION DATE		CRIS_NOTIFICATION_DATE1	12/27/2000 21:35
36	7	020011NN0X030010	AA	BCM NOTIFICATION DATE	12/12/2000 21:57	CRIS_NOTIFICATION_DATE1	12/12/2000 21:32
37	7	020021NN0X020007	AB	BCM NOTIFICATION DATE	12/12/2000 21:57	CRIS_NOTIFICATION_DATE1	12/12/2000 21:33
38	5	042021NN0X000012	AB	BCM NOTIFICATION DATE	01/05/2001 21:46	CRIS_NOTIFICATION_DATE1	
39	5	042021NN0X000013	AA	BCM NOTIFICATION DATE	01/04/2001 21:40	CRIS_NOTIFICATION_DATE1	
40	5	042021NN0X000014	AA	BCM NOTIFICATION DATE	01/04/2001 21:40	CRIS_NOTIFICATION_DATE1	
41	5	042021NN0X000016	AA	BCM NOTIFICATION DATE	01/05/2001 21:42	CRIS_NOTIFICATION_DATE1	
42	5	042021NN0X000017	AA	BCM NOTIFICATION DATE	01/05/2001 21:42	CRIS_NOTIFICATION_DATE1	
43	5	042021NN0X000018	AA	BCM NOTIFICATION DATE	01/05/2001 21:42	CRIS_NOTIFICATION_DATE1	
44	5	042021NN0X000019	AA	BCM NOTIFICATION DATE	01/04/2001 21:40	CRIS_NOTIFICATION_DATE1	
45	5	042021NN0X000020	AA	BCM NOTIFICATION DATE	01/05/2001 21:42	CRIS_NOTIFICATION_DATE1	
46	5	042021NN0X020011	AH	BCM NOTIFICATION DATE	01/02/2001 21:55	CRIS_NOTIFICATION_DATE1	
47	6	045031NF0X000001	AE	BCM NOTIFICATION DATE	12/27/2000 10:00	CRIS_NOTIFICATION_DATE1	
48	5	070021NN0X000014	AC	BCM NOTIFICATION DATE	02/12/2001 12:07	CRIS_NOTIFICATION_DATE1	
49	5	070041NN0X000002	AG	BCM NOTIFICATION DATE	02/12/2001 10:44	CRIS_NOTIFICATION_DATE1	
50	5	072051NN0X000003	AC	BCM NOTIFICATION DATE	11/22/2000 21:41	CRIS_NOTIFICATION_DATE1	11/22/2000 21:35
51	5	081051NN0X000002	AC	BCM NOTIFICATION DATE	12/13/2000 21:45	CRIS_NOTIFICATION_DATE1	
52	5	081051NN0X000005	AB	BCM NOTIFICATION DATE	12/13/2000 21:45	CRIS_NOTIFICATION_DATE1	
53	5	099031NN0X000007	AE	BCM NOTIFICATION DATE	01/04/2001 21:41	CRIS_NOTIFICATION_DATE1	
54	7	099031NN0X000008	AC	BCM NOTIFICATION DATE	12/12/2000 23:16	CRIS_NOTIFICATION_DATE1	12/12/2000 21:34
55	5	099031NN0X000009	AD	BCM NOTIFICATION DATE	01/04/2001 21:40	CRIS_NOTIFICATION_DATE1	

Verizon Response: (02-14-01)

Verizon implemented the Pontonics overlay to the ordering metrics data in December. This was done so that Verizon could more accurately reflect the OSS exit time of Confirmations, Completions, and Rejects. Production CLECs were updated retroactively to July. The KPMG production test file was updated on a go forward basis only.

The discrepancies that KPMG has identified in this Observation were a result of the KPMG file only being updated on a go forward basis. Updating in this manner caused previous confirmations, completions, and rejects to be overwritten with an incorrect date and time. This problem did not occur for production CLECs because the files were retroactively updated. The problem will not reoccur for the KPMG data.